

**In the claims:**

All of the claims standing for examination are reproduced below with appropriate status indication:

1-39. (Cancelled)

40. (Currently amended) A communication management system, comprising:

a computer appliance;

software stored on and executable from a ~~data repository~~ computer-readable medium accessible by the computer appliance, the software providing:

~~one or more activity-specific~~ a choice of a plurality of communication-management zones, each zone having associated therewith a unique set of users, each user identified by a unique name in the zone, and one or more management policies associated with each zone, each user associated with a management policy;

~~a user identity associated with each of the zones; and~~

~~— a set of contact identities associated with each of the zones;~~

~~wherein policy determined in part by associated user and contact identities is enforced in managing communication from and to each zone~~ the system activates a zone based at least on names of active users, and enforces a management policy as long as the zone is active.

41. (Currently amended) The system of claim 40 wherein ~~the user identity~~ a unique name refers to a single user, but may vary from zone to zone as an alias.

42. (Previously presented) The system of claim 40 wherein the communication involves transmission over the Internet network.

43. (Currently amended) The system of claim 40 wherein the ~~contact identities~~ unique

names include one or more identities of persons accessible on a communication network.

44. (Currently amended) The system of claim 43 wherein individual ones of the ~~contact identities~~ unique names may be aliases referring to a single contact.

45. (Currently amended) The system of claim 40 wherein individual ones of the zones are defined by various social environments engaged in by ~~[[the]]~~ a user.

46. (Previously presented) The system of claim 42 wherein communication is supported in multiple modes and protocols, including but not limited to voice and text modes.

47. (Currently amended) The system of claim 46 wherein ~~contact identity sets~~ unique names of users vary by communication mode as well as by zone.

48. (Previously presented) The system of claim 46 wherein the multiple modes include email, instant messaging, RSS, and voice mode.

49. (Currently amended) The system of claim 40 wherein pairing of ~~user with contact identity~~ users is used in determining and enforcing communication policy.

50. (Previously presented) The system of claim 40 further comprising generating alerts from attempted policy violation.

51. (Currently amended) The system of claim 40 wherein a user ~~identity~~ name may be in a form of a URL, an email address, a telephone number, a machine address, an IP address, or an Enum address.

52. (Currently amended) The system of claim 40 wherein policy includes protocol for automatic handling of incoming communication events, the handling determined by one

or both of ~~contact identity of sender~~ user initiating communication and mode of communication.

53. (Currently amended) The system of claim 40 further comprising an editing facility for a user to create and populate zones, ~~identities~~ names and policy.

54. (Currently amended) A method for managing communication, comprising steps of:

(a) at a communication interface provided by software executing from a ~~data repository~~ machine-readable medium of a computer appliance, ~~prior to sending an outgoing message from, or routing an incoming message to one of a set of activity-specific zones, considering user and contact identities associated with the zone, activating one of a plurality of communication-management zones based at least on names of active users;~~ and

(b) enforcing a management policy in ~~the~~ sending or routing communications determined at least in part by user ~~identity and contact identities~~ names associated with the zone.

55. (Currently amended) The method of claim 54 further comprising a step for content analysis of a message and/or an attachment for identification and verification of a ~~contact~~ user.

56. (Currently amended) The method of claim 54 wherein ~~the user identity~~ a name refers to a single user, but may vary from zone to zone as an alias.

57. (Currently amended) The method of claim 54 wherein ~~the~~ communication involves transmission over the Internet network.

58. (Currently amended) The method of claim 54 wherein the ~~contact identities~~ names include one or more ~~user identities of other~~ users ~~also~~ using an instance of the software

on a different computer appliance.

59. (Currently amended) The method of claim 58 wherein individual ones of the ~~contact identities~~ names may be aliases referring to a single ~~contact~~ user.

60. (Currently amended) The method of claim 54 wherein individual ones of the zones are defined by various social environments engaged in by ~~the~~ a user.

61. (Previously presented) The method of claim 57 wherein communication is supported in multiple modes and protocols, including but not limited to voice and text modes.

62. (Currently amended) The method of claim 61 wherein ~~contact identity sets~~ names vary by communication mode as well as by zone.

63. (Previously presented) The method of claim 61 wherein the multiple modes include email, instant messaging, RSS, and voice mode.

64. (Currently amended) The method of claim 54 wherein pairing of users ~~user with contact identity~~ is used in determining and enforcing communication policy.

65. (Previously presented) The method of claim 54 further comprising generating alerts from attempted policy violation.

66. (Currently amended) The method of claim 54 wherein a ~~user identity~~ name may be in a form of an email address, a telephone number, a machine address, an IP address, or an Enum address.

67. (Currently amended) The ~~system~~ method of claim 54 wherein policy includes protocol for automatic handling of incoming communication events, the handling

determined by one or both of ~~contact identity of sender~~ name of user initiating communication and mode of communication.

68. (Previously presented) The method of claim 54 further comprising an editing facility for a user to create and populate zones, identities and policy.

69. (Currently amended) The method of claim 68 wherein some of the ~~user identities~~ names may be temporary ad hoc identities.